

Date: 2013-06-24

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community.

I was introduced to InnoCaption during the HLAA convention in Providence, RI in the Summer of 2012 and quickly realized that as a business owner I needed this technology to be able to have functionally equivalent phone calls with my clients.

Currently, I don't have the ability to answer incoming cellphone calls when I am out in the field. I am not able to deal with urgent situations and I have to wait until I get to the office to return the phone calls via VRS which happens to be more expensive for the TRS Fund. VRS in the field does not work too well for me. The other captioning options available today also do not work for me either.

The first time I used Innocaption I noticed how extraordinary the technological breakthrough was. Nothing comes close to providing the transparency and lightning speed this technology is capable of.

Innocaption is the only technology that can give me and my wife access to e911 immediately. I had to text my hearing kids via SMS to call AAA for help and it was a very awkward process due to the need to verify membership etc. The same thing already happened to my wife and I had to be the one to help her. She would text me and I would use VRS in my office to connect with AAA. Both my wife and I are oral and we could simply use Innocaption for instant help. We never had to call 911 for an emergency to this date, but we shudder to think what the consequences could be if we have an emergency one of these days while on the road. Today we never feel safe knowing that we can't call 911 for help. We often discuss what we would do if one of us had a heart attack and all we had was each other... to this date we don't have an answer... we think that our best option today is to run into the highway and try to wave another car to stop and hopefully help with the emergency.

I urge the FCC Commission to grant quick approval of this product for our sake.

Please approve the certification of Innocaption without delay.

Thank you for taking serious note of this request.

Sincerely,

Joseph Duarte

13992 Cabells Mill Drive

Centreville, VA 20120

Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

Acting Chairwoman

Federal Communications Commission

Washington, DC 20554

Mignon.Clyburn@fcc.gov

Karen Peltz Strauss

Deputy Bureau Chief, Consumer and
Governmental Affairs Bureau

Federal Communications Commission

Washington DC 20554

Karen.strauss@fcc.gov

Ajit Pai

Commissioner

Federal Communications Commission

Washington, DC 20554

Ajit.Pai@fcc.gov

Kris Monteith

Acting Chief, Consumer and
Governmental Affairs Bureau

Federal Communications Commission

Washington, DC 20554

Kris.Monteith@fcc.gov

Jessica Rosenworcel

Commissioner

Federal Communications Commission

Washington, DC 20554

Jessica.Rosenworcel@fcc.gov